

## **ACLA Ombudsman Guidelines**

The Allegheny County Library Association is dedicated to a free and open exchange of information and ideas among its members. Our goal is to promote positive relationships between the Board of Directors and our member libraries. To that end, in December 2006 the ACLA Board established the position of Ombudsman with the responsibility to hear, review, report to the Board on, and facilitate resolution of issues and concerns of member libraries. Those library trustees or library directors who wish to raise issues and concerns may do so directly to the ACLA Board (through any Board member, including Regional Representative members, ACLA's Executive Director, or by direct presentation at a Board meeting) or may avail themselves of the services of the Ombudsman.

The Ombudsman will:

- Promote the values of fairness, equity, and mutual respect.
- Hear and review concerns and issues raised by library trustees or library directors from among the ACLA members.
- Report such matters to the ACLA Board, observing confidentiality if requested but only when such confidentiality does not place the organization, or any of its members, at legal or financial risk.
- Participate in designing and implementing solutions as appropriate.
- Communicate outcomes of Board discussion to the person(s) who raised the issue or concern.

### **Conflict of Interest**

The Ombudsman will avoid any issue in which there may be a conflict of interest on his or her part. In any such instance, the trustee or library director raising such issue will be referred to the President of the ACLA Board.

### **Term of Appointment**

The Ombudsman will be appointed by the Board of Directors to serve a one-year term, renewable at the Board's pleasure.